

TERMS AND CONDITIONS

GENERAL

All trainees shall have a sufficient command of English, enabling them to follow the training. All training material is in English, including the slides regardless of spoken language of the training.

GroupEAD will do our best to accommodate all enrolments; however, **the completed and signed enrolment form or any other mutually signed agreement must be received minimum 35 days prior to course start.** Please note, your enrolment will be confirmed within 5 business days. If you have not received this confirmation, please kindly confirm that your enrolment was successfully received by contacting training@groupead.com via e-mail.

The training fees stated apply to each trainee and are specified in the respective course description. Payments shall be made in Euro to the GroupEAD Europe S.L. bank account mentioned in the invoice sent. Training fees must be paid in full at least 30 days after the reception of the invoice.

COURSE INFORMATION

Unless otherwise stipulated, all training courses will commence on the date specified in the booking confirmation. GroupEAD Europe S.L. will give reasonable notice of any changes. Attendees have to ensure that they arrive at the training centre in good time before the start of the course. The syllabus of courses are described in the EAD Client Training Programme for the respective calendar year and available on request or by download on the website at www.groupead.com. (AIM Training Academy). Any changes to the courses as detailed in the EAD Client Training Programme is subject to mutual written agreement in advance.

TRAINING MATERIAL

The required training workbooks in electronic format will be provided by the GroupEAD Europe S.L. respective trainer for the course.

Ownership of all copyright and other intellectual property rights of the course material, including all documentation, data, technical information and know-how provided as part of the training, remains vested in the provider of the training, unless otherwise specified in the material. All such information shall be held in confidence and may

not be disclosed to third parties without the express permission of EUROCONTROL or GroupEAD Europe S.L.

CANCELLATION BY GROUPEAD

GroupEAD Europe S.L. reserves the right to cancel a training course if the minimum number of participants for that course is not met. In case of course cancellation from GroupEAD side the clients will receive written information (e-mail) at least 20 days prior to the training.

SUBSTITUTION AND CANCELLATION BY CLIENT

Up to 35 days prior to the training, a cancellation will not be charged. Upon cancellation within 35 days prior to the training, the training costs will be charged in full.

Booked participants may be substituted right up until the training course will commence if the replacement trainee fulfils the necessary conditions for the training course in question. Substitution of trainees is free.

Booked participants may be postponed from one course set to another until 14 days prior the training. This postponement will be for free if the course set they formerly booked will not fall short of the minimum number of participants. In the case of a shortfall of the minimum number of participants full price must be paid by the respective client.

No refunds will be made for non-attendance of trainees, regardless of the reason.





REMOTE TRAINING ON CLIENT'S LOCATION

Remote training at Client location is available upon request. The Client shall assure the availability of a training room at the training location, including:

1. overhead projector (connected to Trainer computer),
2. flipchart
3. one workstation with internet connection Internet, (minimum 512 Kbytes) and MS Office for every participant and also for the Trainer

Full names and e-mail addresses of all participants shall be provided to GroupEAD at least 2 weeks prior to the training.

Technical Set-up for EAD Training System is a requirement for Remote Training as per the following:

4. GroupEAD shall provide the software and connection details for remote access to EAD Training System.
5. Client in coordination with GroupEAD will assure remote access availability to EAD Training System located in Vienna, Austria. **The connection with the Training System must be available the latest two weeks prior the start of the Training Courses** on condition that GroupEAD supports the connection process when it is necessary upon request. The GroupEAD Training Department will send the Remote Connection Details

and Confirmation Checklist in advance of the training. If the connection to the EAD Training System is not **confirmed minimum two weeks before the start of the Training Courses**, GroupEAD reserves the possibility to postpone the courses until the connection is working. If the reasons of this postponement are not under the responsibility of GroupEAD, derived costs of postponement (changing flights etc.) will be covered by Client.

Preparing all PCs on location for training is not the responsibility of GroupEAD, although GroupEAD will support Client in the process.

MARKETING

For the promotion of Training, GroupEAD may use the logo and the name of the client organization attending EAD Training, as a reference customer. If you do not want us to use your logo, please kindly let us know at the time of booking.

MISCELLANEOUS

Where GroupEAD, in order to deliver the services within the scope of the Agreement, processes personal data, it shall comply with the General Data Protection Regulation-GDPR (EU) 2016/679. All other terms and conditions applicable to this EAD Training Programme, which are not specified herein, are incorporated in the Terms and Conditions available at <https://www.groupead.com/wp-content/uploads/2021/09/GroupEAD-Training-Services-Terms-and-Conditions-2-2.pdf> .